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AUTHOR	Holton, Susan A., Ed.
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ABSTRACT

This book's 14 chapters provide models of conflict management and practical guidance for those working in institutions of higher education. The chapters are: (1) "What's It All About? Conflict in Academia" (Susan A. Holton); (2) "Administration in an Age of Conflict" (Gerald Graff); (3) "The Janus Syndrome: Managing Conflict from the Middle" (Walter H. Gmelch); (4) "Chairs as Department Managers: Working with Support Staff" (Mary Lou Higgerson); (5) "Spanning the Abyss: Managing Conflict Between Deans and Chairs" (Ann F. Lucas); (6) "The Cutting Edge: The Dean and Conflict" (Nancy L. Sorenson); (7) "And Never the Twain Shall Meet: Administrator-Faculty Conflict" (Judith A. Sturnick); (8) "Managing Conflict on the Front Lines: Lessons from the Journals of a Former Dean and Provost" (Clara M. Lovett); (9) "Student Affairs and Academic Affairs: Partners in Conflict Resolution" (Lynn Willett); (10) "Can We Agree To Disagree? Faculty-Faculty Conflict" (Cynthia Berryman-Fink); (11) "Views from Different Sides of the Desk: Conflict Between Faculty and Students" (John W. "Sam" Keltner); (12) "Student-Student Conflict: Whose Problem Is It Anyway?" (Janet Rifkin); (13) "Conflict Resolution in the Academy: A Modest Proposal" (Joel M. Douglas); and (14) "Academic Mortar To Mend the Cracks: The Holton Model for Conflict Management" (Susan A. Holton). An appendix provides "Conflict Management Programs for Administrators" (Gillian Krajewski). (Some chapters contain references.) (DB)

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